NETWORK AND SYSTEMS MANAGER

GRADE: 23   **FLSA: EXEMPT**

CHARACTERISTICS OF CLASS:

The Network and Systems Manager performs difficult technical and administrative work in the supervision of the network and systems support group and management of the Help Desk and workstation support functions of the Information and Technology Department. The work requires a proactive approach to ensuring effective network and systems administration (including upgrades and enhancements) and operations in support of City departments and a reactive approach in responding to user trouble calls and server/network problems. The work has light physical demands requiring moving and installing computers throughout the City and the working conditions can be somewhat stressful due to the high visibility and need to ensure user network and computer problems are addressed in a timely manner. The incumbent's work is subject to functional policies and goals under the general managerial direction of the Director of Information and Technology and has serious consequences due to major individual impact on and accountability for end results affecting employee use of computer hardware and software (servers, PCs, laptops, office suites, application software, etc.) City-wide.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Works with the Director of Information and Technology and key departmental staff in researching, planning, developing and implementing the City's IT Strategic Plan; stays abreast of developments in IT and performs special research studies as assigned or deemed appropriate.
- Plans the orderly replacement of computers and other hardware.
- Initiates replacement of office suite and application software in a manner that provides continuity and compatibility City-wide.
- Works with vendors, the Network Engineer and other departmental staff in identifying, evaluating, purchasing and implementing new hardware and software.
- Identifies obsolete equipment and software and participates in plans for replacement and upgrade.
- Directs and coordinates the installation, setup, configuration, upgrades, troubleshooting, repair, and user training for City-wide systems, including PCs, servers, laptops, printers, mobile and hand-held devices.
- Oversees network administration and, as needed, troubleshoots network connectivity problems.
- Organizes, plans, assigns, reviews the work of, and exercises full, first-level personnel authority over, assigned staff and interns – makes recommendations on hiring and promotion, approves leave, ensures training and performs all other supervisory personnel functions common to the first-level of supervision.
- Studies and standardizes procedures to improve efficiency and effectiveness of network infrastructure and operations.
- Establishes performance measures and compiles and analyzes statistics, such as trends and customer service problems from Help Desk calls, to measure and adjust service levels.
- Develops and manages the databases of equipment and software inventories to track the location and replacement cycle of all computer hardware and software (including licenses).
- Manages the Help Desk database to monitor user requests, staff workload, and user satisfaction surveys; works with vendors on upgrades, modifications and enhancements.
- Researches, develops, documents and implements policies, procedures and standards for staff and interns and ensures conformance with approved goals and procedures.
- Automates user tasks to increase productivity through the use of macros, templates and other advanced features of Microsoft Office Professional, including programming in Visual Basic for Applications (VBA).
- Evaluates and approves purchase requests for hardware/software, accessories and systems while adhering to the Purchasing Card Program Policies and Procedures.
- Participates in the preparation of the IT Operations budget by recommending levels of operating expenditures and levels and types of capital expenditures.
- Monitors expenditures for hardware and software to assure sound fiscal control and effective and efficient use of budgeted funds.

- Collects or compiles data and prepare reports for the quarterly IT Operations meeting with the City Manager.
- Assists in the day-to-day administration of Lotus Notes.
- Coordinates with the Network Engineer, as needed, to resolve network/PC issues.
- Identifies end-user training requirements and identifies training service providers.
- May prepare written user training modules and materials for PC applications
- May conduct training sessions, workshops, and meetings on various software applications
- Arranges cross training as needed for staff.
- Performs other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Bachelor's Degree from an accredited college or university in Computer Science or a closely related field and five years of progressively responsible experience in network design/implementation, administration and support, and in PC systems, common software packages, Help Desk operations and workstation support.   Knowledge of Lotus Notes/Domino, Novell networks, Windows and Linux operating systems, MS Office and VBA programming, and experience in computer training, are preferred, but not required.

Preferred Knowledge, Skills and Abilities:

- Knowledge of network/server administration, including firewalls/security, and operating systems, and skill in troubleshooting network connectivity problems.
- Knowledge of and skill in Novell networks and Windows and Linux operating systems are preferred.
- Knowledge of work planning, organization and review and skill in managing network and systems administration, PC support (including Help Desk and workstation support) and similar functions.
- Knowledge of supervision and skill in supervising a small group of staff at the first-level of supervision.
- Knowledge of PC systems, their components and common software packages used by the City, and skill in PC support (including Help Desk and workstation support) and similar functions.
- Knowledge of and skill in: using MS Office across the full range of its applications (certification as MOUS is preferred), programming in Visual Basic for Applications (VBA), and administering Lotus Notes/Domino.
- Knowledge of project management to plan orderly hardware/software replacements and manage special projects.

- Knowledge of budgeting and financial processes sufficient to make IT operating and capital budget recommendations, order and track expenses of hardware and software purchases, and perform similar functions.
- Skill in written communication to review written materials, such as hardware and software specifications and instructions, and program documents, prepare reports, write technical specifications, etc.
- Skill in oral communication to exchange routine and non-routine information with managers, IT specialists, vendors, everyday network/computer users, etc. This includes skill in encouraging effective oral communication by others, such as IT specialists and everyday users, and using language consistent with content and the audience.
- Interpersonal skills to interact effectively with personal contacts in a customer-service oriented, businesslike manner. This includes ability to work with, train and/or support network and PC users, IT personnel, vendors and others.